

Reopening Plan - Retail

Please provide us with your e-mail address. You will be e-mailed a copy of your submission after completion.

Email address *

covidinfo@co.humboldt.ca.us

Business Information

Business Name

Example Reopening Plan: Retail

Business Jurisdiction

Unincorporated Area - County ▼

Business Phone

707-441-5000

Business Street Address (Physical)

805 5th Street

City

Eureka

Zip

95501

Contact Information

First Name

Jane

Last Name

Doe

Job Title

Business Owner

Phone

707-441-5000

Plan Elements

Topics for Employee Training

Employees should be provided with information about COVID-19, including CDC guidelines on symptoms and screening. Everyone at your workplace should know what symptoms to look for and when to seek medical attention. Training on proper social distancing, handwashing and the proper use of face coverings inside and outside of work should also be included.

What trainings specific to your business will you provide to your employees?

For our workers we will establish clear objectives and priorities for store operations and develop a plan for reopening and will include as much input from local and health officials, tenants, landlords and other stakeholders. Our plan will include;

1. Adoption of policies for the safety of staff, tenants and visitors plan with considerations for amending store access and hours of operation.
 2. Onsite employee training for sanitation procedures, managing customer concerns, social distancing standards, etc.
 3. Screening/testing measures such as temperature checks, symptom checks, virus and/or antibody testing, etc.
 4. Communication with relevant stakeholders about the current status of COVID-19 in our area, our reopening plans, and the actions we are taking to ensure the safety of patrons.
 5. Place communications with rules and guidelines related to COVID-19 throughout the store, breakrooms, restrooms and stockrooms.
 6. Display Humboldt County Public Health Officer public service announcements at entrances and throughout the property.
 7. Distribute communications to suppliers outlining basic CDC recommendations or local government instructions.
 8. Work with Landlord to share relevant information related to health and safety on their social media channels.
 9. Educate workers performing cleaning, handling goods and products, and trash pick-up to recognize the symptoms of COVID-19.
 10. Provide instructions on what to do if they develop symptoms within 14 days after their last possible exposure to the virus.
 11. Develop policies for worker protection and provide training to all cleaning staff on site prior to providing cleaning tasks.
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Items to consider:

- o Information on COVID-19, preventing spread, and who is especially vulnerable.
- o Self-screening at home, including temperature and/or symptom checks using CDC guidelines.
- o The importance of not coming to work if employees have a frequent cough, fever, difficulty breathing, chills, muscle pain, headache, sore throat, recent loss of taste or smell, or if they or someone they live with have been diagnosed with COVID-19.
- o When to seek medical attention.
- o The importance of hand washing.
- o The importance of physical distancing, both at work and off work time.
- o Proper use of cloth face covers.

Plan Elements

Individual Control Measures and Screening

Employees and anyone entering the store or facility should be screened for symptoms, and employees with symptoms should stay home from work. Employers should consider the use of disposable gloves to supplement frequent handwashing and sanitizing. Employers should provide and ensure workers use required protective equipment. This includes protections for cashiers, baggers and other workers with contact with customers. Face coverings are required at all times. Face coverings may not be shared. Retailers must communicate with the public that they should use face coverings.

How will you make sure your employees are healthy, and what protective equipment will you provide for them?

1. Conduct a pre-shift health check of every employee.
2. Certify every staff member in food safety, with a certified manager on duty for each shift.
3. Where possible, use disposable utensils, placemats, condiment packages and menus, or sanitize all items after each use.
4. Encourage frequent handwashing by employees and/or make hand sanitizer available to all employees.
5. Clean and sanitize all surfaces frequently.
6. Consider contactless payments options such as RFID cards, Apple Pay, self-checkout, and online purchase to be picked up at a designated location or delivered to customer's home.
7. When exchanging paper and coin money:
 - a. Do not touch your face afterward.
 - b. Ask customers to place cash on the counter rather than directly into your hand.
 - c. Place money directly on the counter when providing change back to customers.
 - d. Wipe counter between each customer at checkout.
8. Provide training to include when to use PPE, what PPE is necessary, how to properly don (put on), use, and doff (take off) PPE, and how to properly dispose of PPE.

Items to consider:

- o Symptom screenings and/or temperature checks.
- o Encourage workers who are sick or exhibiting symptoms of COVID-19 to stay home.
- o Encourage frequent handwashing and use of hand sanitizer.
- o Provide disposable gloves to workers using cleaners and disinfectants when required. Consider gloves as a supplement to frequent hand washing for other cleaning, tasks such as handling commonly touched items or conducting symptom screening.
- o Require the use of cloth face covers by employees.
- o Close or increase distance between tables/chairs in breakrooms or provide break areas in open space to ensure physical distancing.
- o Communicate frequently to customers that they should use face masks/covers.

Cleaning and Disinfecting Protocols

Thoroughly clean and disinfect high-traffic areas and commonly used surfaces using an EPA-approved product, diluted household bleach solution (five tablespoons per gallon of water) or alcohol solution (at least 70% alcohol). Frequently disinfect commonly touched surfaces including shopping carts, doorknobs, scanners, payment PIN pads, shared equipment, etc. between shifts or users, whichever is more frequent. Require employees to wash hands or use hand sanitizer after handling shared equipment. Stock restrooms and store with hygiene and sanitation supplies, and ensure customers have access to hand sanitizer and sanitizing wipes within the store. Employer must provide employees with sanitation and hygiene supplies and the paid time needed to follow cleaning practices and handwashing procedures. Install hands-free devices when possible.

How will you make sure your retail locations are cleaned and disinfected properly? What sanitation products will you provide to protect employees and customers?

1. Maintain a high level of sanitation at all times in order to minimize the possible outbreak or spread of infection.
 2. Frequently clean high-touch areas such as counters, door handles and product displays.
 3. Adopt procedures for how fitting rooms will be sanitized between customer use.
 - a. Require that store staff:
 - b. Wear dedicated cloth face coverings, gloves, and other personal protection items as recommended by the CDC.
 - c. Report any symptoms of illness to supervisor.
 - d. Provide training on personal protective equipment based on CDC guidelines.
 - e. Sanitize hands with soap and/or hand sanitizer.
 4. Upgrade cleaning and hygiene practices: Increase cleaning frequency and focus on disinfecting areas most susceptible to the spread of viral germs; for example, children's play areas; public restrooms; rental strollers and wheelchairs; door handles, escalator handrails, food court tables; and any other places the public commonly touches.
 5. Install and maintain alcohol-based, hand-cleaning dispensers in locations where the spread of germs is likely and normal soap-and-water handwashing stations are not readily available.
 6. Clean and disinfect frequently touched surfaces such as workstations, cash registers, payment terminals, door handles, tables, and countertops on a routine basis. Follow the directions on the cleaning product's label and clean hands afterwards.
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Items to consider:

- o Perform thorough cleaning in high traffic areas.
- o Frequently disinfect commonly used surfaces.
- o Clean and sanitize shared equipment between each use.
- o Clean touchable surfaces between shifts or between users, whichever is more frequent.
- o Equip customer entrances and exits, checkout stations, and customer changing rooms with proper sanitation products, including hand sanitizer and sanitizing wipes, and provide personal hand sanitizers to all frontline staff (e.g., cashiers).
- o Ensure that sanitary facilities stay operational and stocked at all times.
- o Make hand sanitizer and other sanitary supplies readily available to employees.
- o Use products approved for use against COVID-19 on the Environmental Protection Agency (EPA)-approved list and follow product instructions and Cal/OSHA requirements.
- o Adjust or modify store hours to provide adequate time cleaning and stocking with physical distancing.
- o Provide time for workers to implement cleaning practices before and after shifts, hire third-party cleaning companies.
- o Install hands-free devices if possible.
- o Encourage the use of debit or credit cards by customers.
- o Encourage customers with reusable bags to clean them frequently and require them to bag their own purchases.
- o Consider upgrades to improve air filtration and ventilation.

Plan Elements

Physical Distancing Guidelines

Ensure physical distancing of at least six feet between workers and customers. Consider installing barriers at checkout stations to minimize exposure. Remind customers of physical distancing at every opportunity. Adjust meeting size or location to ensure physical distancing, and avoid non-essential meetings. Discourage workers from congregating during breaktimes by closing breakrooms, using barriers or increasing distance between chairs or tables in break areas. Close public seating areas, in-store bars and bulk bin options, and discontinue product sampling. Dedicate shopping hours for vulnerable populations. Use online ordering, delivery and pickup to minimize in-store contact. Designate and clearly mark separate entrance and exits where possible. Adjust maximum occupancy by at least 50%. Maintain physical distancing when customers must line up outside before entering. Decrease contact on delivery or pickup by using passenger side doors for solo drivers, placing items in trunk or leaving items at the door. Adjust store delivery hours to spread out deliveries.

What physical distancing measures will you implement for employees and customers?

1. Arrange for goods delivery and storage if temporarily needed as well as how inventory and deliveries will be disinfected. Additionally, plan for how packages to be shipped will be handled.
 2. Prepare and display a communication for number of customers restricted in stores.
 3. Create a one-way traffic flow through the store.
 4. Place floor stickers for social distancing queuing and mount plexiglass sheets at checkouts for additional protection.
 5. Arrange for how returns or exchanges will be handled from customer to associate.
 6. Utilize technology be integrated to create opportunities for customers to retrieve purchases either in a designated location or curbside.
 7. Utilize contactless payments options such as RFID cards, Apple Pay, self-checkout, and online purchase to be picked up at a designated location or delivered to customer's home.
 8. Limit customer occupancy to 50% of store capacity.
 9. Require customers to wear face coverings inside stores.
 10. Implement shopping hours for the elderly, medically vulnerable, and health care workers.
 11. Establish one-way aisles and traffic patterns for social distancing.
 12. Increase curbside, pickup, and delivery service options.
 13. Prompt customers regarding the importance of social distancing.
 14. Stagger shifts, breaks, and meals to maintain social distancing.
 15. Use online transactions where possible.
 16. Rearrange seating or remove furniture to accommodate social distancing, etc.
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Items to consider:

- o Implement measures to physically separate people by at least six feet using measures such as physical partitions or visual cues (e.g., floor markings, colored tape, or signs to indicate to where workers should stand).
- o Minimize exposure between cashiers and customers. Where physical distancing cannot be maintained, use barriers such as Plexiglas. Where barriers are not feasible, strongly recommend that employees and customers wear face covers.
- o Use signage to remind customers of physical distancing at every opportunity.
- o Adjust in-person meetings, if they are necessary, to ensure physical distancing.
- o Place additional limitations on the number of workers in enclosed areas to ensure at least six feet of separation.
- o Stagger employee breaks, in compliance with wage and hour regulations, to maintain physical distancing protocols.
- o Close in-store bars, bulk-bin options, and public seating areas and discontinue product sampling.
- o Dedicate shopping hours for seniors and other vulnerable populations.
- o Increase pickup and delivery service options such as online ordering for curbside pickup.
- o Provide separate, designated entrances and exits.
- o Limit the number of in-store customers based on the size of the facility.
- o Be prepared to queue customers outside while still maintaining physical distance.
- o Encourage and train employees to practice physical distancing during pickup and delivery.
- o Make some locations pickup- or delivery-only to minimize physical interaction, if possible.
- o Install transfer-aiding materials, such as shelving and bulletin boards, to reduce person-to-person hand-offs where possible. Wherever possible, use contactless signatures for deliveries.
- o Expand direct store delivery window hours to spread out deliveries and prevent overcrowding.
- o Ask non-employee truck drivers, delivery agents, or vendors who are required to enter retail locations to have their employees follow the guidance of local, state, and federal governments regarding wearing masks.

Plan Attestation

I, the undersigned, do hereby swear, certify and affirm that this place of business:

- has performed a detailed risk assessment and implemented a site-specific protection plan.
- trains employees on how to limit the spread of COVID-19, including how to screen themselves for symptoms and stay home if they have them.
- implements individual control measures and screenings.
- implements disinfecting protocols.
- implements physical distancing guidelines.

Signed:

By typing your name here you agree that all data entered in this form is true. After approval of your plan, you will be e-mailed a Facility Compliance Certification to display in your place of business.

Jane Doe

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